AVAYA

How to Use Your
IP Office 5410/5420 Telephone

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IP Office 5410/5420 Telephone Guide
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and reference document number: 16-3000516

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Call Handling

Your 5420/5410 Telephone has a two-way built-in Speakerphone which allows you to make and answer calls without lifting your handset. Alternatively, you can use a headset. To activate the headset and switch off the handset, press ⬤ **Headset**. The lamp beside the button is illuminated when headset working.

How to Answer a Call

- Lift the handset.
  Or
- Press ⬤ **Speaker**
  Use ▼ or ▲ to change the volume.
  Or
- Press the Call Appearance button with the blinking bell 📞 icon. Use ▼ or ▲ to change the volume.
  If the Call Appearance button with the blinking bell 📞 icon is not displayed, press ⬤ **Exit.**
  Or
- If you are using a headset, press ⬤ **Headset** and then the Call Appearance button with the blinking bell 📞 icon.

How to Make a Call

Manually
1. Simply **dial the number**. For outside calls, remember to dial the outside line access code (usually **9**)**.**
2. Use ▼ or ▲ to change the volume.
3. When the call is answered, either speak or pick up the handset and speak.
4. If the call is not answered, clear the call by pressing either ⬤ **Drop** or ⬤ **Speaker.**

Automatically:
- Press ⬤ **Redial** and select from the displayed numbers.
  Or
- Press **Log** and select from **Missed**, **InsAns** or **Outgoing.**
  Use ◄ or ► to cycle through the pages.
- Press the key next to the required entry and then **Call.**
- If the number shown is external but doesn't include the outside line access code prefix (usually **9**), go off-hook, dial the prefix and then press **Call**.
  Or
- Press **SpDial** to access your personal Speed Dial List
  Either use the ◄ or ► buttons to display different pages of speed dials or key the first letter of the required name to jump to the page with a matching entry.
- When you locate the entry you want to call, press the key next to the entry.

Function & Soft Key Features

How to allocate Amin or Admin1 Features to function keys

1. Press **Admin** or **Admin1**.
2. Use the ◄ or ► buttons to cycle through the pages.
3. When the required function is shown, press the key next to it's name.
4. If the function requires some data to be entered, **[** i**s** shown at the bottom of the display. Enter the data using the telephone keypad.
5. The upper part of the display shows the functions currently assigned to each key.
6. Press the function key against which you wish to program the new function.
   CAUTION: Do not select a function key used for **Admin** or **Admin1**. Replacing these will lock the phone for further programming until reset through the telephone system by your System Administrator.
7. If the function key is not already used, the display shows **BUTTON PROGRAMMED!**
   - Press ⬤ **Exit** to end programming
     Or
   - Press **Cont** to continue programming other functions.
8. If the function key already been allocated a programmed function, the display shows **FEATURE ON BUTTON**.
   - Press **Repla** to replace existing function with the new one. The display shows **BUTTON PROGRAMMED!**
   - Press **Keep** to keep the existing function and forget the new one.
   - Press **Delete** to delete the existing function and new one.

For a complete listing of all IP Office system features and facilities available to you and how to use them, refer to the IP Office 5420 + EU24 User's Guide or the IP Office 5410 User's Guide respectively. These are available from your reseller and from: support.avaya.com

Function & Soft Key Features

The features available from the Admin and Admin1 function keys

Both Function and Soft Keys can be used to access a range of IP Office System features. Some of these features are default features (e.g. **SpDial**, **Log**, **Option** and **Labe**l). Others are functions that **can only be programmed** by your System Administrator. Consult your System Administrator for a complete list and which functions have been allocated to you.

Two of these functions appear as **Admin** and **Admin1.** These two functions allow you program other functions (the most commonly used) against other Feature Keys. They typically appear on the display panel as shown opposite

```
a=                    Admin1
b=          :
c=          :
Admin       :
Tom Extn227
227
SpDial  Log  Option  Label
```
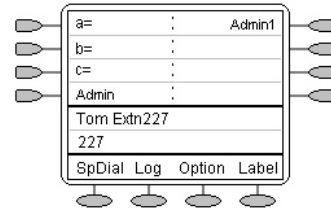
The programmable features available via the **Admin** and **Admin1** keys are:

Admin Name	Description	Admin1 Name	Description
Acct	Account Code Entry	Park	Park
AD	Abbreviated Dial	<User>	User
Admin	Self-Administer	<Group>	Group
AutCB	Automatic Callback	Flash	Hook Flash
CFrwd	Call Forwarding All	<Number>	Dial preset number
CPark	Call Park		
CPkUp	Call Pickup		
Dir	Directory		
DPkUp	Directed Call Pickup		
Drop	Drop		
GrpPg	Group Paging		
HdSet	Headset Toggle		
HfAns	Internal Auto-Answer		
HGNS+	Set Hunt Group Night Service		
Park	Call Park to Other Extension		
Prog	Abbreviate Dial Program		
RngOf	Ringer Off		
SAC	Send All Calls		
Spres	AD Suppress		
Timer	Timer		
TmDay	Time of Day		

Call Handling

How to clear a call	1. Replace the handset. **Or** 2. Press either ◁ **Drop** or ◀ **Speaker**
How to use the Speaker- phone	**To change from the Speakerphone to the handset** 1. Pick up the handset and talk. **To change from the handset to the Speakerphone** 1. Press the ◀ **Speaker** button. 2. Replace the handset. **To end a speakerphone call** 1. Press the ◀ **Speaker** button again.
How to Mute a call	To preventing the other person on the line from hearing you: 1. Press ◀ **Mute**. The indicator next to the ◀ **Mute** button lights when Mute is active. 2. To reinstate two-way conversation, press ◀ **Mute** again.
How to listen to your voice Messages	1. Your red **Message** lamp turns on when a caller has left a voice message for you. 2. Press the ◀ **Message** button or dial ***17** to retrieve your voice messages 3. You will be greeting with a voice message. Simply follow the audible prompts to access your voice messages and/or change your voice mail settings.
How to Hold a call	The **Hold** feature puts an existing call on hold until you can return to it. **To put a call on hold:** 1. Press the ◀ **Hold** button. **To return to a held call:** 1. Press the Call Appearance button of the held call.

Call Handling

How to Transfer a call

The **Transfer** feature allows you to transfer a call from your telephone to another extension or outside number.

1. With a call in progress, press 🔘 **Transfer**.
2. When you hear dial tone, dial the number to which the call is to be transferred.
3. Do one of the following:
   - To transfer the call without announcing it, press 🔘 **Transfer** again and press 🔘 **Speaker** to hang up.
   - To announce the call before transferring it, wait for the called party to answer. If the called party accepts the call, press 🔘 **Speaker** to complete the transfer. If the called party does not wish to accept the call, press 🔘 **Drop**. To return to the original caller, press it's call appearance button.
   - If the line is busy or if there is no answer, press 🔘 **Drop**. You can return to the held call by pressing it's call appearance button.

How to create a Conference call

The **Conference** feature allows you to conference other parties into a call.

To create a conference call:
1. With a call in progress, press 🔘 **Conference** to place the call on hold.
2. Dial the number of the person you want to add to the call.
3. Wait for an answer and press 🔘 **Conference** again to add the other party to the conference.
   - If the called party does not answer or does not want to join the conference, press 🔘 **Drop**. You can return to the held call by pressing it's Call Appearance button.
4. Repeat steps 1 through 3 to add other people to the conference.

To add a new incoming call to an active conference:
With a conference in progress, a new call arrives.
1. Put the conference on Hold by pressing the conference's Call Appearance button.
2. Answer the new call by pressing its Call Appearance button.
3. Either, add to the conference by pressing 🔘 **Conference**
   Or
   Press 🔘 **Drop** and return to the conference by pressing the conference's Call Appearance button.

To leave a conference call:
1. Press 🔘 **Drop** or replace the handset.

System Features

Default Feature Codes

The following are the normal default feature codes available to all users. Your System Administrator may add additional codes for other features and for speed dials.
The **N**, where shown, should be replaced by the appropriate number. For example, with ***07*N#,** replace **N** with the extension to which you want your calls forwarded when you have forwarding switched on.

Code	Feature	Code	Feature
*00	Cancel All Forwarding	*32*N#	Call Pick Up Extension
*01	Forward Unconditionally On	*33*N#	Call Queue
*02	Forward Unconditionally Off	*34	Hold Music
*03	Forward on Busy On	*35*N#	Extn Login
*04	Forward on Busy Off	*36*N#	Extn Logout
*05	Forward on No Answer On	*37*N#	Park Call
*06	Forward on No Answer Off	*38*N#	Ride Call
*07*N#	Forward to number	*39	Relay On
*08	Do Not Disturb On	*40	Relay Off
*09	Do Not Disturb Off	*41	Relay Pulse
*10*N#	Do Not Disturb Exception Add	*42	Relay On
*11*N#	Do Not Disturb Exception Delete	*43	Relay Off
*12*N#	Follow Me Here	*44	Relay Pulse
*13*N#	Follow Me Here Cancel	*45*N#	Call Steal
*14*N#	Follow Me To	*46	Call Steal
*15	Call Waiting On	*47	Conference Add
*16	Call Waiting Off	*48	Voicemail Ringback On
*17	Voicemail Collect	*49	Voicemail Ringback Off
*18	Voicemail On	*50	Forward Hunt Group Calls On
*19	Voicemail Off	*50	Forward Hunt Group Calls Off
*20*N#	Set Hunt Group Night Service	*52	Clear Call
*21*N#	Clear Hunt Group Night Service	*53*N#	Call Pickup Members
*29	Toggle Calls	*57*N#	Forward on busy number
*30	Call Pick Up Any	*70*N#	Dial Physical Extn by Number
*31	Call Pick Up Group	*71*N#	Dial Physical Extn by ID

System Features

Diverting Calls

You can divert your calls to another extension.
Note: If you do not answer calls at the temporary extension, they are forwarded to your own voicemail or call forwarding number.

At another extension:
1. Dial ***12*N#** from the extension you are temporarily using (where **N** is your extension number). All calls to your extension will be diverted to the extension you are using.
2. Dial ***13*N#** to re-direct the calls back to your own extension, before you return to it.

At your own extension:
1. Dial ***14*N#** from your own extension (where N is the extension to which you want your calls diverted).
2. Dial ***14*#** to cancel either feature from your own extension.

Do Not Disturb

You may choose to receive no calls at all or only from particular callers that you add to an exceptions list:
- To switch Do Not Disturb **on** dial ***08.**
  To switch it **off** dial ***09**.
- Dial ***10*N#** to add a number to the exception list (where **N** is the number of the extension that you **do not** wish to exclude).
- Dial ***11*N#** to delete a number from the exception list.
  Note: Your callers, other than your exceptions, either hear busy tone or are re-directed to your voicemail.

Access your Voicemail

Where your system has voicemail installed:
- To switch voicemail on dial ***18**, to switch it off dial ***19**.
- To retrieve your voicemail, dial ***17.**

Your voicemail may be set up to deliver your messages by calling you whenever you hang up.
- To turn *Voicemail Ringback* on dial ***48**; to turn it off dial ***49**.

Notes:
1. Once messages have been delivered, they are held on the system for 24 hours.
2. You can collect your voicemail from another extension by using your PIN. If you are out of the office you can collect your messages by dialing your extension number and then the PIN. Dial **1** to retrieve your mail.

Using Your Personal Speed Dials

Dialing a Speed Dial

You can use the speed dial directory to make a call with the handset on hook or off hook.
1. Press **SpDial**.
2. Either use the ◀ or ▶ buttons to display different pages of speed dials or key the first letter of the required name to jump to the page with a matching entry.
3. When the required entry is displayed, press the adjacent key.
4. The number is dialed automatically.

Deleting a Speed Dial entry

1. Press **SpDial** and the press **Delete**.
3. Either use the ◀ or ▶ buttons to display different pages of speed dials or key the first letter of the required name to jump to the page with a matching entry.
4. When the required entry is displayed, press the adjacent key.
   A request for confirmation will appear.
5. Press **Yes** to delete the entry or **Cancel to exit without deleting.**
6. Select another entry to delete or press **Done** to return to the speed dial list.

Editing a Speed Dial entry

1. Press **SpDial** and then press Edit.
3. Either use the ◀ or ▶ buttons to display different pages of speed dials or key the first letter of the required name to jump to the page with a matching entry.
4. When the required entry is displayed, press the adjacent key.
5. Edit the speed dial entry using the same methods as described in *Adding a New Speed Dial on page 6.*
6. After saving or cancelling any changes you will be returned to the speed dial selection list. Select another speed dial to edit or press **Done** to return to the speed dial list.

Saving a Call Log Entry to your Speed Dial List

1. Press **Log** and select from **Missed**, **InsAns** or **Outgoing.** Use the ◀ or ▶ buttons to cycle through the pages.
2. When you locate the entry you want to call, press the key next to the entry.
3. Press **Save**. The speed dial editing screen appears, pre-filled with the details from the call log entry.
4. Edit the speed dial entry using the same methods as described in *Adding a New Speed Dial on page* 6*.*

Using Your Personal Speed Dials

Adding a new number to your Speed Dial List

You can store personal Speed Dial numbers on your Telephone (up to 104 on 5420 and 48 on 5410).
1. Press **SpDial** and then press **Add**. If the Speed Dial list is full, you must first delete an entry before adding any new entry.
2. Select **Name** and use the telephone keypad to enter text. Each key is marked with the letters and a number.
   - For example, the key **2** is also marked as **A**, **B** and **C**. To enter a **C**, press **2** until a **C** is displayed.
   - If the next character you want to enter is on the same key, press ▶ to move the cursor right and then enter the character.
   - The first letter is entered in upper-case and the phone then switches to lower-case entry mode. To change the case of the current character press **Case**.
   - To enter a space press **Space**.
   - To insert characters, use the ◄ and ▶ keys to move the cursor to the right of the position that you wish to insert the character and then enter the required character.
   - If you make a mistake, use **Backspace** to delete the character to the left of the cursor.
   - Pressing the ***** key once enters a period or twice a *****. To enter more than one ***** or period, press ▶ to move the cursor right and then enter the character.
   - Pressing the **#** key once enters a **-** (dash) or twice a **#**. To enter more than one **#** or dash, press ▶ to move the cursor right and then enter the character.
3. When the name is entered as required, select **Number**.
4. Enter the number required using the keypad. For external numbers remember to enter any outside line access prefix digit required (usually **9**)**.**
   - To enter a hyphen, press **Hyphen**. This is not dialed but only makes numbers more readable.
   - To enter a 1.5 second pause, press **Pause**. This appears as comma character in the telephone number.
   - To edit the number, use the use the ◄ or ▶ keys to move the cursor left or right or use **Backspace** to delete the number to the left of the cursor.
5. With the **Name** and **Number** entered, either:
   - Save the Speed Dial and return to the speed dial list, press **Save**.
   - To return to the Speed Dial list without saving the changes press **Cancel**.
   - To return to the call handling screen without saving the changes press **Exit** .

System Features

In addition to your Telephones specific features, you can access a number of system features by dialing short codes; a full list of which is shown on page 13. The following instructions are for the IP Office system's default configuration. They assume that you are using the default feature codes. It also assumes that you have full access to all features and the public telephone network.

Call Pick-Up

From your own phone you can answer a call to another extension by:
- Dial ***30** to answer a call ringing anywhere.
- Dial ***31** to answer a call within your group.
- Dial ***32*N#** to answer the call for a particular extension, where **N** is the extension number.

Call Waiting

Call Waiting tells you if another call arrives while you are already making a call by providing call waiting tone. If you hear the call waiting tone, either end your current call or put the caller on hold. The waiting call should then ring.
- Dial ***15** to turn call waiting on.
- Dial ***16** to turn call waiting off.

Call Forwarding

Your calls can be forwarded to another extension or an external number either when you are away from your desk (on no answer), when your extension is busy, or all calls.
- To set the number to which your calls are to be forwarded to dial ***07*N#**, where **N** is the extension number or group.
- To switch forward all calls to another extension on dial ***01** and to switch it off dial ***02**.
- To switch forward on busy to another extension or group on dial ***03** and to switch it off dial ***04**.
- To switch forward on no answer to another extension or group on dial ***05** and to switch it off dial ***06**.

Personalizing Your Telephone

If your System Administrator has allocated IP Office system features to your Function Keys (see Function & Soft key Features on page 14) you can then personalize their names as follows:

Changing the Function Key labels

1. Press **Label** and then press **Edit**
2. Select the function key whose label you wish to change. E.g. If **Operator** has been allocated to you by the System Administrator and signifies that you have access to the operator group. You wish to re-label this as **Op Group** say.
3. Begin entering the **New Label** text using the telephone keypad. Each key is marked with the letters and a number.
   - For example, the key **2** is also marked as **A**, **B** and **C**. To enter a **C**, press **2** until a **C** is displayed.
   - If the next character you want to enter is on the same key, press ▶ to move the cursor right and then enter the character.
   - The first letter is entered in upper-case and the phone then switches to lower-case entry mode. To change the case of the current character press **Case**.
   - To enter a space press **Space**.
   - To insert characters, use the ◀ and ▶ keys to move the cursor to the right of the position that you wish to insert the character and then enter the required character.
   - If you make a mistake, use **Backspace** to delete the character to the left of the cursor
   - To delete the complete entry use the **Clear** key.
   - Pressing the * key once enters a **.** (period) or twice a *. To enter more than one * or period, press to move the cursor right and then enter the character.
   - Pressing the # key once enters a - (dash) or twice a *. To enter more than one # or dash, press ▶ to move the cursor right and then enter the character.
4. When the new name is set as required, press **Save**.
5. To return to the **Label** screen without saving the changes press **Cancel**.
6. To return to the call handling screen without saving the changes press **Exit** .

Using the Call Log

Viewing the Call Log

1. Press **Log** and select from **Missed, InAns** or **Outgo**.
2. Use the ◀ or ▶ buttons to display different **Log** p**ages.**
3. To exit the call log press ⏎**Exit**.
4. To view the details of a particular log entry, press the key next to the entry.

Making Calls from the Call Log

1. Press **Log** and select from **Missed, InAns** o**r Outgo.**
2. Use the ◀ or ▶ buttons to display different **Log** pages.
3. Press the key next to the entry you wish to call and press **Call** to make the call.
4. If the number shown is external but does not include the external dialing prefix (usually **9)**, go off-hook, dial the prefix and then press **Call**.

Saving a Log entry to your Speed Dial List

1. Press **Log** and select from **Missed, InAns** or **Outgo.**
2. Use the ◀ or ▶ buttons to display different **Log** pages.
3. Press the key next to the entry you wish to save.
4. Press **Save**. The speed dial editing screen appears, pre-filled with the details from the call log entry. See *Adding a New Speed Dial* on page 6.

Erasing 5420 Log entries

1. Press **Log** a**nd** s**elect from Missed, InAns** o**r Outgo.**
2. Select **More**, **Delete** and **Erase** to erase all entries.
3. Use the ◀ or ▶ buttons to display different **Log** pages.
4. When you locate the entry you want to delete, press **Delete** and **Done** to return to the main screen.
5. To exit the call log and return to the call handling screen press ⏎**Exit**.

Setting-up which call types are Logged

1. Press **Option** and **Log Setup**. A menu showing **Answered**, **Un-Answered** and **Outgoing**, is displayed.
2. You can toggle a particular setting between **Yes** o**r No.**
3. To save the settings press **Save**.
   Note: If you press **Save** after changing the settings, any existing call log entries that do not match the call types selected are deleted from the call log.
4. To return to the **Options** menu without saving any changes, press **Cancel**.
5. To return to the call handling screen without saving any changes, press ⏎**Exit.**

Changing the Ring Pattern

The Ring Pattern option allows you to choose a personalized ringing pattern for your telephone.

Note: If you receive a call while selecting a ring pattern, you are automatically returned to the call handling screen.

1. Press **Option, Ring Options** and then **Ring Pattern**.
2. To select a ringing pattern use either the ◄ or ► buttons or press a dial pad key between **1** and **8**. You will hear the selected ringing pattern.
3. To hear the ringing pattern again press **Play**.
4. When you have selected a ringing pattern, press **Save** twice followed by **Done**.
5. If you want to return to the options menu without changing the ring pattern, press **Cancel**.

Adjusting the Display Contrast

You can adjust the contrast level on the telephone display. You can choose from among fifteen levels of contrast.

1. Press **Option** and **Contrast**.
2. Use the ◄ or ► buttons to adjust the level of contrast.
3. When the contrast is set as required, either:
   - Return to the options menu by pressing **Done**.
   - Return to the call handling screen by pressing ◄▣**Exit**.

Using Self Test

Self test can be used to display information about the phone and to check operation of the lamps and display. The information may be required for telephone maintenance.

1. Press **Option** and then **Self Test**.
2. Press and hold the **Test** key. The screen lines should all go black and all the phone lamps should come on.
3. When the when self test is completed, either:
   - Return to the options menu by pressing **Done**.
   - Return to the call handling screen by pressing ◄▣**Exit**.

Changing the 5420 Display Mode

You can select to have your 5420 in either **Normal** mode or **Call Centre** mode:

1. Press **Option** followed by **Display Mode**.
2. To change the current setting, press **Yes/No**.
3. Press **Save** or to return to the options screen without saving, press ◄▣**Exit**.

Erase Settings

The Erase option allows you to reset all personalized settings (except contrast level) and Speed Dial numbers.

1. Press **Option**. On a 5420, press **Erase** and select from **Speed Dials**, **Call Log**, **User Labels**, **Options**, **Language** or **All**. On a 5410, use the ◄ or ► buttons to display the Erase menu (you can only erase **all** settings a 5410).
2. Press **Erase**. You are asked to confirm the action.
3. To continue with erasing, press **Erase**.
   - If you want to erase all settings, press **Erase** again.
   - To return to the options menu without erasing, press **Cancel**.
   - To return to the call handling screen without erasing, press ◄▣**Exit .**

To change the display Language

You can select the language that you would prefer your telephone to display from the following:
English, German (Deutsch), French (Français), Spanish (Español), Italian (Italiano), Dutch (Nederlands), Portuguese (Português) or Japanese (Katakana characters).

1. Press **Option** and then **Language**.
3. Press the key next to the language required.
4. Press **Save** and return to the options menu or press **Cancel** to return to the options menu without saving any changes.
6. To return to the call handling screen without saving any changes, press ◄▣**Exit**.

To switch Automatic Gain Control on or off

Automatic Gain Control (AGC) raises the volume when a caller is speaking quietly and lowers the volume when the caller is loud (for both the handset and the headset).

1. Press **Option** and then ►.
2. To toggle a particular setting between **Yes** or **No**, press key next to **Handset**, **Headset** or **Speaker.**
3. Press **Save** and return to the options menu or press **Cancel** to return to the options menu without saving any changes.
4. To return to the call handling screen without saving any changes, press ◄▣**Exit**.